



QUALITY POLICY

Edition No. 2
Date: 10 June 2020
Copy No.:

We specialise in the transport of chilled and frozen goods, especially food, fruits, vegetables, medicinal products, as well as meat and milk products. We also deal with the transport of industrial goods and we offer collection services, as well as just in time services. Moreover, we provide express shipments within the EU.

Through this Quality Policy, the management of BALU group s.r.o. sets out its commitment and guiding principles to ensure the fulfilment of requirements and expectations of the stakeholders. The Quality Policy is based on the adopted vision of the Company:

Company Vision

To satisfy customers, our Company also uses forwarding services, thus expanding its capabilities and more advantageous solutions for its clients.

The senior management of the Company undertakes to meet and fulfil all applicable requirements of the IFS Logistics Standard version 2.2. The management is aware of its responsibility for the quality of the transport performed and, in accordance with the Standard, it sets the Quality Policy:

Go beyond the Customer's Expectations

- to satisfy the real requirements of customers as much as possible and to go beyond their expectations,
- to satisfy the customer, we approach each request individually and promptly, as evidenced by the market position and rapid growth of the Company,
- to systematically deepen positive attitude of employees to the customers' needs and requirements.

Successful and Responsible Transport

- to strengthen its position with traditional customers with the aim of deepening and expanding cooperation,
- to expand the group of customers,
- to monitor the latest trends in the field of forwarding, information technology and to implement them,
- to create conditions for early identification of the needs of regular customers,
- to ensure a comprehensive solution for freight forwarding services in the field of national and international freight transport.

Product Quality and Safety in Every Activity

- to only focus on suppliers providing quality products and services,
- to use mainly our proven and contractual carriers, which are at our full disposal and under control,
- to follow binding requirements of the stakeholders,
- to continuously improve the quality and safety management system by constantly monitoring processes and taking measures and thus to ensure sustainability.

Competent and Motivated Working Team

- to only perform all operations by competent staff,
- to motivate the Company's employees to deepen their knowledge and compliance with laws and procedures resulting from the quality system documentation and applicable legislation,
- to constantly ensure compliance with the Code of Ethics.

Environmental Responsibility

- to protect the environment, including pollution prevention,
- to improve environmental behaviour of employees in the Company,
- to purchase new technologies primarily with a view to reducing the burden on the environment,
- to reduce the waste production, to separate and then to recover the waste produced,
- to regularly communicate with state and municipal bodies in the field of environmental behaviour of the Company within the meaning of applicable binding requirements